

# CONVERSIONS

## Answering Service - Home Services

Results based on 500 Prepaid minutes

Average Time Per Call: 2 minutes and 4 seconds

Appointments Booked & Paid Deposit: 35

Customer Service Calls: 147

Verifying Appointments: 10

Transfers: 47

Declined Appointment: 7

### Time Divided by Month

| Average Time Per Call |                        | 2.04         |                            | Total Time (in minutes) |            | Total Time (in seconds) | Total Time |
|-----------------------|------------------------|--------------|----------------------------|-------------------------|------------|-------------------------|------------|
|                       |                        |              |                            | 511.02                  |            | 30661                   | 8:31:01    |
| Month                 |                        | Month 12     |                            |                         |            |                         |            |
| Call Type             | Call Time (in seconds) | Times Called | Handling Rate (in seconds) | Total Time (in seconds) | Total Time |                         |            |
| Appointment           | 8962                   | 35           | 60                         | 11062                   | 3:04:22    |                         |            |
| Cancel Appointment    | 234                    | 3            | 30                         | 324                     | 0:05:24    |                         |            |
| Declined Appointment  | 1076                   | 7            | 30                         | 1286                    | 0:21:26    |                         |            |
| Other                 | 7833                   | 147          | 30                         | 12243                   | 3:24:03    |                         |            |
| Slack Message Sent    | 90                     | 1            | 30                         | 120                     | 0:02:00    |                         |            |
| Transfer              | 3046                   | 47           | 30                         | 4456                    | 1:14:16    |                         |            |
| Verify Appointment    | 870                    | 10           | 30                         | 1170                    | 0:19:30    |                         |            |
|                       |                        |              | 30                         | 0                       | 0:00:00    |                         |            |

